Horse Enhanced Psychotherapy and Learning (HELP) at Top Farm
LONE WORKING POLICY

Name of Organisation: HELP at Top Farm

Venue/address for which policy applies: Top Farm, Pentre Fron Road, Coedpoeth, Wrexham, LL11 3BU

Date of last review: 1 March 2022

Date of next review: 1 March 2023

Name of author: Kirsty Sanderson

Related documents and policies:

- Health and safety

Policy Statement

HELP at Top Farm (HTF) is committed to ensuring, so far as is reasonably practicable, that staff who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

Working alone is not against the law, but it can bring additional risks to a work activity. Through the process of risk assessment, HTF will identify activities that have a significant level of risk attached to them. HTF will, so far as is reasonably practicable, employ controls to reduce the exposure to those risks or eliminate the risk all together.

This policy applies to all staff including temporary and agency staff, volunteers, students and those on work experience.

The policy applies to all situations involving lone working arising in connection with the duties and activities of HTF.

Definition of Lone Workers

HTF defines lone workers as: 'A member of staff/volunteer whose activities involve all or part of their working time operating in situations without the benefit of interaction with other workers or without direct supervision.'

Policy Aims

This policy aims to:

- increase staff awareness of safety issues relating to lone working
- make sure that the risk of working alone is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable
- make sure that appropriate training is available to staff in all areas, that equips them to recognise risk and provides practical advice on safety when working alone

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- make sure that appropriate support is available to staff who have to work alone
- encourage full reporting and recording of all adverse incidents relating to lone working
- minimise the number of incidents and injuries to staff related to lone working

Responsibilities and Safe Systems of Working

Lone working environments present a unique health and safety problem. Although there is no specific legal guidance on working alone, under the Health and Safety at Work Act 1974, and the Management of Health and Safety Regulations 1999, EFP must organise and control the health and safety of lone workers.

The Directors are/ is responsible for:

- making sure that there are arrangements for identifying, evaluating and managing risk associated with lone working
- ensuring that reasonable resources are provided to support the implementation of this policy and procedures
- making sure that there are arrangements for monitoring incidents linked to lone working and that the directors regularly reviews the effectiveness of the policy.

The Safeguarding Lead is responsible for:

- Carrying out a risk assessment identifying any areas of concern – this will be reviewed annually
- making sure that all staff are aware of the policy
- putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone
- making sure that staff groups and individuals identified as being at risk are given appropriate information, instruction and training (e.g. undertaking risks assessments, non violent crisis intervention training) including training at induction, updates and refresher training as necessary
- making sure that appropriate support is given to staff involved in any incident
- managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents

All staff are responsible for:

- making sure that risk assessments are carried out and reviewed regularly and that they are involved in the process and copied into the risk assessment
- taking reasonable care of themselves and other people who may be affected by their actions
- co-operating by following rules and procedures designed for safe working
- reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate
- taking part in training designed to meet the requirements of the policy
- reporting any dangers they identify or any concerns they might have in respect of working alone

Safe Systems of working should be in place

- ensure the lone worker has full knowledge of the hazards and risks to which they are being exposed.
- the location of lone workers should as far as practical be known at all times
- the lone worker must know what to do if something goes wrong and be able to summon help
- Personal Alarms/walkie talkie are available to all and should be carried when working alone
- Mobile phone should be carried when working alone and access to calling for help or 999 readily available

Procedure

Prior to working alone a risk assessment form should be completed.

Lone working risk assessment checklists:

- Is the task suitable for a person to handle alone?
- Has proper training been given to the lone worker?
- Does the task involved handling dangerous equipment or substances?
- Do these substances or equipment require supervision or a second person to operate?
- Is the task particularly stressful or upsetting? Is your lone worker mentally equipped to cope with the work?
- Is there a risk of violence or aggression?
- Does your employee have an existing medical condition which provides additional support?
- Are you assessing your employees separately? E.g. trainees, young, pregnant and disabled workers.
- Is there a clear communication procedure during an emergency? Remember to consider those whose first language is not English
- Do your lone workers understand emergency protocol? – do they know what to do if they fall ill, have an accident or if there is an emergency such as a fire?
- Are your lone workers monitored and properly supervised?

When working alone:

1. Always carry your fully charged mobile phone and have appropriate contact in contacts/address book.
2. Ensure the app “What three words” is installed on your mobile phone
3. Carry your personal alarm/walkie talkie with you when working alone

4. Use a buddy system: Tell a designated buddy where you will be and for how long. Tell your buddy to expect a text from you within 10 minutes of your expected return time. If your buddy does not hear from you or receive this text he/she will call you to check up on you and if no contact is made will look for you where appropriate and/or call the police.
5. In the event that there is an incident or you are in danger raise the alarm by using your personal alarm, call your buddy or 999 for help.